

Clerical and Office Branch
General Clerical Group
Clerk Series

CLERK II

01/91

Summary

Under general supervision, performs a variety of general clerical tasks; performs related duties as required.

Typical Duties

Receives the public and answers question both in person and over the telephone; provides assistance in filling out forms; answers questions relating to City rules and department policies and procedures; obtains and conveys requested information; researches customer complaints and notifies supervisor or makes adjustments; prepares invoices, receipts, bills, and other customer statements; may accept payments from customers.

Develops and implements filing systems; prepares and maintains records; prepares correspondence and packages for mailing; receives, sorts, and distributes mail; proofreads written materials and documents; performs and double-checks arithmetic calculations; codes and numbers forms and records; gathers information for the preparation of reports; maintains bulletin boards and other information displays as required; performs routine typing tasks; receives and conveys information and instructions using a radio-telephone; operates common office equipment; as assigned supervises and trains other clerical personnel; performs microfilming of records.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. (coursework in commercial subjects preferred) and three years of diversified office clerical experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of office practices and procedures; good knowledge of English, grammar, spelling and punctuation; good knowledge of filing systems and methods; some knowledge of office mailing and receiving procedures; good knowledge of the use and care of common office equipment such as a typewriter, radio-telephone, and duplicating equipment; some knowledge of data and information gathering methods.

Ability to understand and follow written and oral instructions; ability to perform accurate arithmetic calculations; ability to proofread office materials; ability to express oneself clearly and concisely both orally and in writing; ability to prepare and maintain records and filing systems; ability to collect data and prepare reports; ability to establish and maintain effective working relationships with fellow employees and the general public.

Skill in the use and care of common office equipment such as typewriters, duplicating and micro-filming equipment, multi-line or radio-telephone, calculators and CRTs.

Physical Requirements: Mobility within an office environment.

Director of Personnel

Department Head